2014/15 Q1

LEGAL AID ONTARIO
QUARTERLY PERFORMANCE REVIEW

ABOUT LEGAL AID ONTARIO (LAO)

LAO helps financially eligible, low-income Ontarians through the following services.

DUTY COUNSEL

These are lawyers who can quickly assess a person's legal problems and provide advice, information and representation to people who would be unrepresented and unassisted in the courtroom otherwise.

TOLL-FREE CALL CENTRE

Available in over 200 languages, the call centre can provide information about legal aid services, qualification for the various types of services available, and answer questions about legal aid applications.

SUMMARY LEGAL ADVICE

If financially eligible, clients can get advice on criminal, family or immigration issues from a lawyer for up to 20 minutes through LAO's toll-free number.

COMMUNITY LEGAL CLINICS

LAO funds 76 independent community legal clinics that can help with landlord and tenant issues, government assistance cases, civil appeals, tribunals and proceedings.

CERTIFICATES

If clients are financially eligible and their legal needs warrant it, they may be able to apply for a certificate to cover the cost of a lawyer.

SPOTLIGHT ON: SECOND CHAIR PROGRAM

In May 2014, Legal Aid Ontario announced it was investing $1.8 million over three years on a program to support paid, hands-on second chair opportunities for private bar family, criminal and refugee lawyers.

The second chair program offers the private bar the following training opportunities:

- a new or mid-career Ontario lawyer who is tackling an unusually challenging legal aid case can submit a mentee application form asking for a more senior lawyer to act as a second chair for the case
- a senior lawyer working on an unusually challenging legal aid case can fill in a mentor application form asking for a junior lawyer to work on the case as second chair
- a new or mid-career Ontario lawyer can fill in a mentee application form asking to be assigned as second chair on a legal aid case managed by a more senior lawyer.

Those who are interested in the program can find out more at legalaid.on.ca/en/info/second_chair.asp.

CLIENT SERVICES

TOLL-FREE TELEPHONE SERVICES

Whether you're looking for information about legal aid services, the type of services you qualify for or have questions about your legal aid application, you can call LAO's toll-free number for help in over 200 languages. You'll be able to access a wide range of general information, summary legal advice and applications for legal aid.

Calls to Legal Aid Ontario's toll-free call centre are streamed into one of two tiers.

TIER 1

Clients are matched to a service that meets their legal aid needs or are referred to other programs.

1 MIN 39 SEC

Average wait time in Q1 compared to 55* seconds in the same period last year.

TIER 2

Clients are assessed for financial eligibility, provided with legal information or referred to staff lawyers for legal advice in either family law, criminal law or immigration law. Clients can also apply for legal aid at this level.

6 MIN 04 SEC

Average wait time in Q1 compared to 3:30* minutes in the same period last.

*The Q1 2013/14 wait times have been adjusted to reflect the new reporting system LAO is currently using, which more accurately captures data.

SAME-DAY DECISIONS

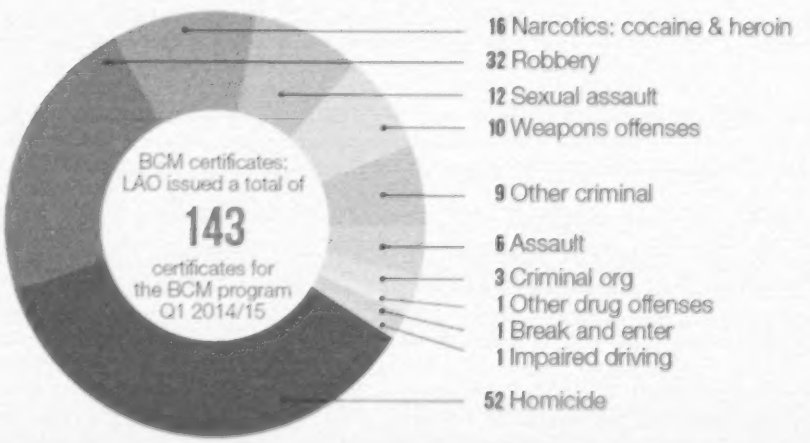
LAO's provincial courthouse offices provide support for applications, general information, status checks and referrals. 78 per cent of LAO's clients, many of whom apply before their first court appearance, receive a decision on their legal aid application the same day they apply from these offices.

BIG CASE MANAGEMENT (BCM)

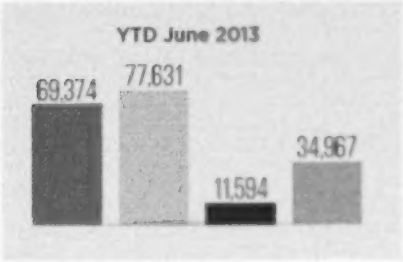
The Big Case Management (BCM) program governs the most costly and complex criminal trial defences LAO funds.

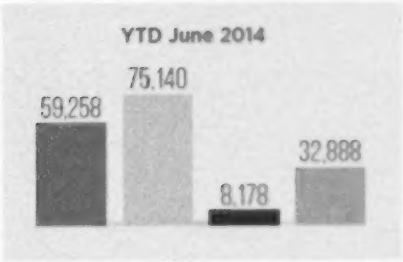
Under the BCM program, LAO sets budget limits for criminal cases expected to cost more than $20,000. In these cases, LAO establishes individual budgets rather than using its standard tariff system to determine the maximum hours available to counsel.

In Q1, LAO issued a total of 143 certificates for the BCM program. Program costs for the BCM program were $6.2 million.



PERSONS ASSISTED FISCAL YEAR COMPARISONS

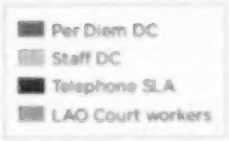




Duty counsel are lawyers, available in most courthouses, who can quickly assess a person's legal problems and provide frontline advice, information and representation to people who would otherwise be unrepresented and unassisted in the courtroom.

In Q1, the total number of people assisted by duty counsel (includes per diem, staff duty counsel, telephone summary legal advice and LAO court workers) dropped by 9.35 per cent compared to last year. The decrease is consistent with the trend of fewer events being heard at courts, as well as the continued progress of the Justice on Target initiative, the province's strategy to address criminal court delays.

Additionally, LAO's legal aid workers at the courthouse support duty counsel by providing certain services under appropriate supervision, so that LAO makes the most effective use of its per diem and staff lawyers.



DISPOSITIVE SERVICES

Dispositive services help a case progress towards resolution.

6,572 civil/family assists for Q1 compared to 6,990 last year.

Civil/family dispositive services include:

- arguing emergency motions
- obtaining consent orders
- arguing motion/application/ adjournments
- supporting enforcement proceedings
- supporting inter-jurisdictional support hearings
- conducting CFSA temporary care and custody, CFSA status review, CFSA apprehension
- conducting parole hearing or disciplinary hearings

19,442 criminal assists for Q1 compared to 21,474 last year.

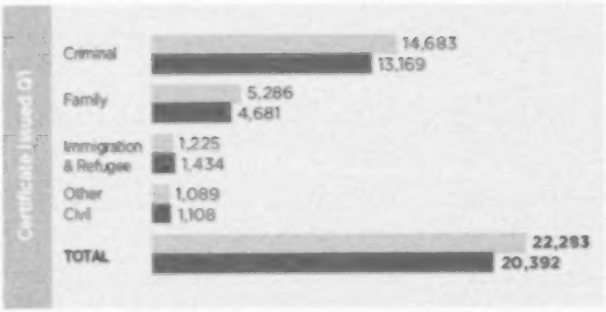
Some criminal dispositive services include:

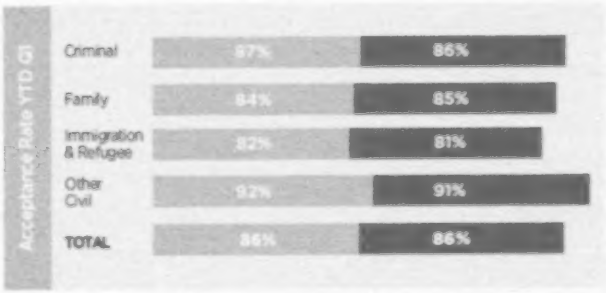
- trials
- withdrawal of all charges
- guilty pleas/speaking to sentence
- *Gladue* submissions
- judicial interim release proceedings
- diversion/extra-judicial sanctions
- peace bond/recognizance
- hearings to rescind bench warrants
- mental health assessment order hearings, sentence reviews
- appeals de novo

LEGAL AID CERTIFICATES

If a client is financially eligible and their legal needs warrant it, a client will be advised to apply for a certificate, which covers the cost of a lawyer.

The certificate is like a voucher, guaranteeing that one of more than 4,000 private practice lawyers in Ontario who participate in the legal aid certificate program will be paid to represent an LAO client for a certain number of hours.





FINANCIAL UPDATE (PRELIMINARY)

DRAFT Unaudited Statement of Operations

For the Month Ended June 30, 2014 ($M)	Year-to-Date	
	YTD June 2014 Actual	YTD June 2013 Actual
Government of Ontario	$ 91.678	$ 88.726
Government of Ontario: New Funding for 2013		
Law Foundation	4.000	4.153
Law Foundation – Capital Funding		
Law Foundation – Clinic Admin. Savings	1.700	1.125
Law Foundation – CIMS	0.129	0.078
Client Contributions	2.587	2.632
Client & Other Recoveries	0.165	0.304
Miscellaneous	0.192	0.177
TOTAL REVENUE	**$ 100.451**	**$ 97.195**
Core Business Expenses		
Certificate Program – BCM	$ 6.174	$ 6.362
Certificate Program – Other	37.934	39.973
Client Service Offices	3.700	3.171
New Family Funding 2013/14		
Clinic Program	19.681	18.726
Clinic Program – CIMS	0.129	0.072
New Clinic Program Funding 2013/14		
Duty Counsel Program	12.005	11.080
Service Innovation Projects	0.097	0.026
TOTAL CORE BUSINESS EXPENSES	**$ 79.720**	**$ 79.411**
Service Provider Support	$ 1.441	$ 1.332
Administrative Expenses	8.461	7.924
Other Expenditures	1.745	1.648
Program support	5.671	5.399
TOTAL OPERATING EXPENSES	**$ 97.038**	**$ 95.714**
OPERATING SURPLUS / (DEFICIT)	**$ 3.413**	**$ 1.481**

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